

## Quick Installation Guide

300Mbps Wireless N Gigabit ADSL2+ Modem Router

Please select your preferred setup wizard.

### CD Setup Wizard

For Windows users only

### Web-based Quick Setup Wizard

For Mac OS/Linux/Windows users who are unable to run the Resource CD

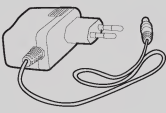
MODEL NO. TD-W8970/TD-W8970B

## Package Contents

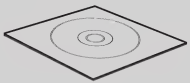
The product model shown in this QIG is TD-W8970, as an example.



TD-W8970



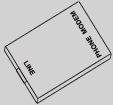
Power Adapter



Resource CD



Ethernet Cable



ADSL Splitter



Phone Cable x 2



QIG

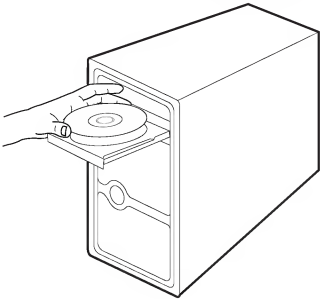
## Necessary Information

For a smoother setup, we suggest that you consult your ISP first and ask for the following information. This information will be used during the configuration stage.

VPI/VCI: \_\_\_\_\_ Connection Type: \_\_\_\_\_  
Encapsulation Type (Optional): \_\_\_\_\_

## CD Setup Wizard (For Windows users only)

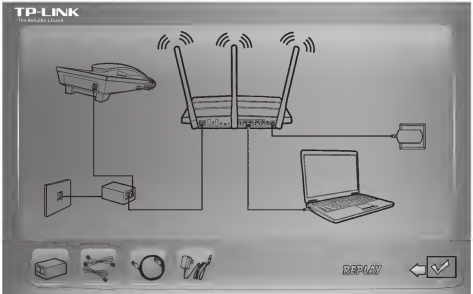
- 1 Insert the TP-LINK Resource CD into the CD-ROM drive.



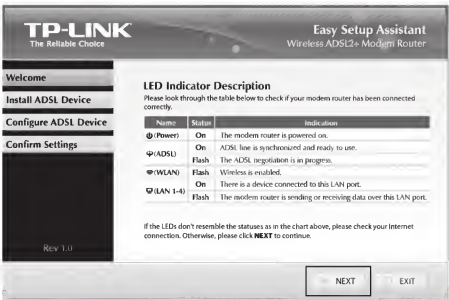
- 2 Select your product model and click **Start Setup**.



- 3 Then a flash video will pop up and show you how to connect your devices. When you finish the hardware connection, click ☒ to continue.



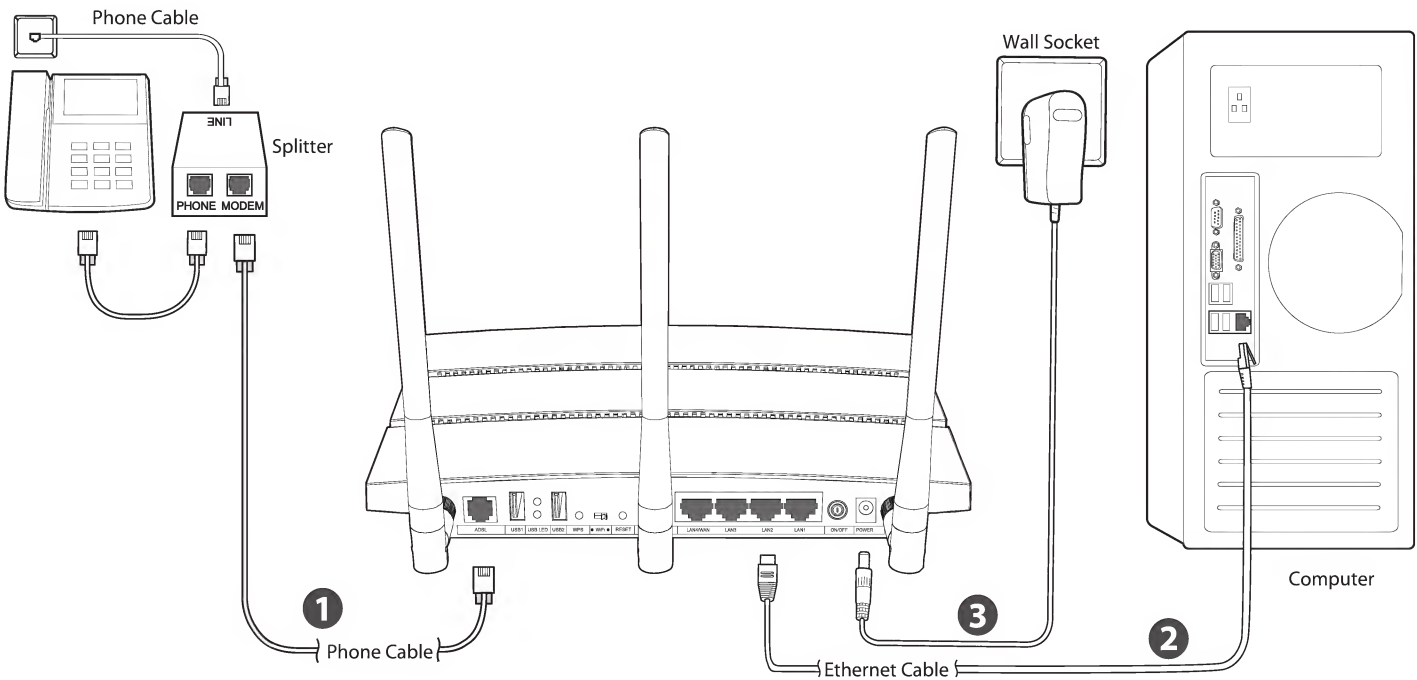
- 4 The Easy Setup Assistant will start. Please check to see if the LEDs (especially the ADSL LED) of your modem router display normally as the chart describes. Then click **NEXT**, and follow the step-by-step instruction until you complete the configuration.



For the advanced configurations, please refer to the User Guide on the Resource CD provided. You can also log on to [www.tp-link.com](http://www.tp-link.com) -> select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.

## Web-based Quick Setup Wizard (For Mac OS/Linux/Windows users who are unable to run the Resource CD)

- 1 Hardware connection.



**Step 1:** Connect your devices step by step following the figure.

**Step 2:** Power on all your devices and then check the LEDs (especially the ADSL LED).

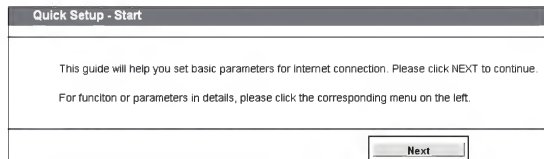
| Name      | Status   | Indication  |
|-----------|----------|---|
| (Power)   | On       | The modem router is powered on.                                   |
| (ADSL)    | On       | ADSL line is synchronized and ready to use.                       |
|           | Flashing | ADSL negotiation is in progress.                                  |
| (WLAN)    | Flashing | Wireless is enabled.  |
| (LAN 1-4) | On       | There is a device conncted to this LAN port.                      |
|           | Flashing | The modem router is sending or receiving data over this LAN port. |

- 2 Open your browser and type **http://192.168.1.1** in the address field. Then use the default user name **admin** and password **admin** to log in.



If you are unable to access 192.168.1.1, please refer to **T3** in **Troubleshooting**.

- 3 Click **Quick Setup** in the main menu and then click **Next**.



# Web-based Quick Setup Wizard ( For Mac OS/Linux/Windows users who are unable to run the Resource CD )

- 4 Enter the **VPI** and **VCI** values given by your ISP and then click **Next**.

Quick Setup - DSL

Please enter the VPI/VCI provided by your ISP(Internet Service Provider).

VPI:  (Range: 0-255)

VCI:  (Range: 1-65535)

**Note** If you don't have the **VPI/VCI** information, please contact your ISP for this information.

- 5 Select the **ADSL Connection Type** given by your ISP and then click **Next**. Here we use **PPPoE** as an example.

Quick Setup - ADSL Connection Type

Please select the connection type provided by your ISP.

- ☒ **PPPoE** (Require a username and password, PPP over Ethernet)
- ☐ **PPPoA** (Require a username and password, PPP over ATM)
- ☐ **Dynamic IP** (Get dynamic IP from ISP, also called IPoE Dynamic IP)
- ☐ **Static IP** (Manually set the static IP address provided by your ISP, also called IPoE Static IP)
- ☐ **IPoA** (Manually set the static IP address provided by your ISP, also called IP Over ATM)
- ☐ **Bridge** (Dial up from the single computer or router)

**Note** If you don't have the **ADSL Connection Type** information, please contact your ISP for this information.

- 6 Enter the **Username** and **Password** provided by your ISP and then click **Next**.

Quick Setup - PPPoE

Please enter ADSL Username and Password. If you forget them, please consult your ISP.

Username:

Password:

Confirm Password:

Record your PPPoE information here:  
Username: \_\_\_\_\_  
Password: \_\_\_\_\_

- 7 The WLAN function is enabled by default. Create an easy-to-remember Wireless Network Name (SSID). It is also strongly recommended to set a password for the wireless network to prevent outside intrusion. Click **NEXT** to continue.

Quick Setup - Wireless

Wireless Network Name:  (Also called SSID)

Region:

Channel:

Mode:

Security: ☒ **WPA-PSK/WPA2-PSK (Recommended)**  
  
(Enter ASCII characters between 8 and 63 or hexadecimal characters between 0 and 64.)

☐ **Disable Wireless Security**

- 8 Please confirm all the parameters. Click **Back** to modify them or click **Save** to save your settings.

Quick Setup - Confirm

The Quick Setup is completed. Please confirm all the parameters below. Click BACK button to modify or click SAVE button to save your configuration.

Parameters Summary

DSL PVC: 8/55

Connection Type: PPPoE

Username: username

Password: \*\*\*

Wireless: Enabled

Wireless Network Name(SSID): TP-LINK\_123456

Region: United States

Channel: Auto

Mode: 11g/n mixed

Security: WPA-PSK/WPA2-PSK

Wireless Password: 012345678

Note: Some connection will be deleted (pppoe\_8\_35\_2\_0)

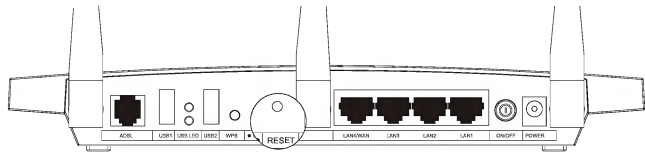
Record your wireless information here:  
SSID: \_\_\_\_\_  
Wireless Password: \_\_\_\_\_

**Note** For the advanced configurations, please log on to [www.tp-link.com](http://www.tp-link.com) -> select your region -> search for the product -> User Guide can be found under the "Download" tab on the product page.

## Troubleshooting

### T1. How can I restore my modem router's configuration to its factory default settings?

Once the modem router is reset, the current settings will be lost and you will need to reconfigure the modem router. We strongly suggest you back up the current settings before resetting the modem router. With the modem router powered on, use a pin to press and hold the **RESET** button on the rear panel for 8 to 10 seconds before releasing it.



### T2. What can I do if I forget my password?

Reset the modem router first and then use the default user name and password: **admin/admin**.

### T3. What can I do if I cannot access 192.168.1.1?

#### For Mac OS X

- Click the **Apple** icon on the upper left corner of the screen.
- Go to **"System Preferences -> Network"**.
- Select **Airport** on the left menu bar, and then click **Advanced** for wireless configuration; or select **Ethernet** for wired configuration.
- In the **Configure IPv4** box under **TCP/IP**, select **Using DHCP**. Click **Apply** to save the settings.

#### For Windows 7

- Click **"Start -> Control Panel -> Network and Internet -> View network status -> Change adapter settings"**.
- Right-click **Wireless Network Connection** (or **Local Area Connection**), and then click **Properties**.
- Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.
- Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

#### For Windows XP

- Click **"Start -> Control Panel -> Network and Internet Connections -> Network Connections"**.
- Right-click **Wireless Network Connection** (or **Local Area Connection**), and then click **Properties**.
- Select **Internet Protocol (TCP/IP)**, and then click **Properties**.
- Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Then click **OK**.

#### For Windows 8

- Move your mouse to the lower right corner and you will see Search icon in the Popups.
- Go to **Apps**, type **Control Panel** in the search box and press **Enter**.
- Go to **"Control Panel -> View network status and tasks -> Change adapter settings"**.
- Right-click **Ethernet** and then select **Properties**.
- Double-click **Internet Protocol Version 4 (TCP/IPv4)**. Select **Obtain an IP address automatically**, choose **Obtain DNS server address automatically** and then click **OK**.

### T4. What can I do if I cannot access the Internet?

- Check your cables and make sure they are all plugged in securely, including the telephone line, Ethernet cables and power adapter.

- Check to see if you can log on to the web management page of the modem router. The default IP address of the web management page is **192.168.1.1**. If you can, try the following steps. (If you are unable to access the web management page, please refer to **T3** and then try to access the Internet again after following those steps.)
- Consult your ISP and make sure all the VPI/VCI, Connection Type, account username and password are correct. If they are not, please replace them with the correct settings and try again.
- If you still cannot access the Internet, please restore your modem router to its factory default settings and reconfigure your modem router following the instructions in this QIG.
- Please feel free to contact our Technical Support if the problem still exists.

### T5. How can I configure the USB features?

Please refer to our Application Guides. They can be found on the resource CD, or on the web.

- CD Access: Open Resource CD and find the folder named "Application Guide". The guides can be found inside this folder.
- Web Access: <http://www.tp-link.com/app/usb>



For more details about Troubleshooting and Technical Support contact information, please log on to our Technical Support website: <http://www.tp-link.com/en/support>



## Technical Support

- For more troubleshooting help, go to <http://www.tp-link.com/en/support/faq>
- To download the latest Firmware, Driver, Utility and User Guide, go to <http://www.tp-link.com/en/support/download>
- For all other technical support, please contact us by using the following details:
  - Global**  
Tel: +86 755 2650 4400  
Fee: Depending on rate of different carriers, IDD.  
E-mail: support.tp-link.com  
Service time: 24hrs, 7 days a week
  - USA / Canada**  
Toll Free: +1 866 225 8139  
E-mail: support.usa@tp-link.com(USA)  
support.ca@tp-link.com(Canada)  
Service time: 24hrs, 7days a week
  - UK**  
Tel: +44 (0) 845 147 0017  
Fee: Landline: 1p-10.5p/min, depending on the time of day. Mobile: 15p-40p/min, depending on your mobile network.  
E-mail: support.uk@tp-link.com  
Service time: 24hrs, 7days a week
  - Turkey**  
Tel: 0850 7244 488 (Turkish Service)  
Fee: Depending on rate of different carriers.  
E-mail: support.tr@tp-link.com  
Service time: 09:00 to 21:00, 7days a week
  - Brazil**  
Toll Free: 0800 608 9799(Portuguese Service)  
E-mail: suporte.br@tp-link.com  
Service time: Monday to Friday, 09:00 to 18:00; Saturday, 09:00 to 15:00
  - Italy**  
Tel: +39 023 051 9020  
Fee: Depending on rate of different carriers.  
E-mail: support.it@tp-link.com  
Service time: Monday to Friday, 09:00 to 13:00; 14:00 to 18:00
  - Indonesia**  
Tel: (+62) 021 6386 1936  
Fee: Depending on rate of different carriers.  
E-mail: support.id@tp-link.com  
Service time: Sunday to Friday, 09:00 to 12:00, 13:00 to 18:00 \*Except public holidays
  - Germany / Austria**  
Tel: +49 1805 875465 (German Service)  
+49 1805 TPLINK  
+43 820 820 360  
Fee: Landline from Germany: 0.14EUR/min. Landline from Austria: 0.20EUR/min.  
E-mail: support.de@tp-link.com  
Service Time: Monday to Friday, 09:00 to 12:30 and 13:30 to 18:00. GMT+1 or GMT+2 (DST in Germany)  
\* Except bank holidays in Hesse
  - Australia / New Zealand**  
Tel: NZ 0800 87 5465(Toll Free)  
AU 1300 87 5465(Depending on 1300 policy).  
E-mail: support.au@tp-link.com (Australia)  
support.nz@tp-link.com (New Zealand)  
Service time: 24hrs, 7 days a week
  - Singapore**  
Tel: +65 6284 0493  
Fee: Depending on rate of different carriers.  
E-mail: support.sg@tp-link.com  
Service time: 24hrs, 7 days a week
  - Ukraine**  
Tel: 0800 505 508  
Fee: Free for Landline; Mobile: Depending on rate of different carriers.  
E-mail: support.ua@tp-link.com  
Service time: Monday to Friday, 10:00 to 22:00
  - Malaysia**  
Toll Free: 1300 88 875465  
E-mail: support.my@tp-link.com  
Service time: 24hrs, 7days a week
  - Poland**  
Tel: +48 (0) 801 080 618  
+48 223 606 363 (if calls from mobile phone)  
Fee: Depending on rate of different carriers.  
E-mail: support.pl@tp-link.com  
Service time: Monday to Friday, 09:00 to 17:00. GMT+1 or GMT+2 (DST)
  - Switzerland**  
Tel: +41 (0)848 800998 (German Service)  
Fee: 4-8 Rp/min, depending on rate of different time.  
E-mail: support.ch@tp-link.com  
Service time: Monday to Friday, 09:00 to 12:30 and 13:30 to 18:00. GMT+ 1 or GMT+ 2 (DST)
  - France**  
Tel: 0820 800 860 (French service)  
Fee: 0.118 EUR/min from France  
Email: support.fr@tp-link.com  
Service time: Monday to Friday, 09:00 to 18:00 \*Except French Bank holidays
  - Russian Federation**  
Tel: 8 (499) 754 5560(Moscow NO.)  
8 (800) 250 5560 (Toll-free within RF)  
E-mail: support.ru@tp-link.com  
Service time: From 10:00 to 18:00 (Moscow time)  
\*Except weekends and holidays in RF